

# TENNESSEE REGULATORY AUTHORITY

Pat Miller, Chairman  
Deborah Taylor Tate, Director  
Sara Kyle, Director  
Ron Jones, Director



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## MEMORANDUM

**TO:** Docket No. 04-00166  
Generic Docket to Examine Tariffs Setting Rates for Inmate Pay Phone Usage  
  
Docket No. 04-00211  
Amend Public Pay Telephone Rules 1220-4-2-.43-.54

**FROM:** Richard Collier, General Counsel *RC/bj*

**DATE:** June 2, 2005

**RE:** Transcriptions of Voice Mail Messages Providing Public Comments

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Attached are transcriptions of voice mail messages to the Authority that were forwarded to the Legal Division. The transcriptions were prepared by Lucretia McDonald. These transcriptions are being filed in each of the above styled dockets to be included as a part of the comments received from the public in the rulemaking proceeding.

Please do not hesitate to call me if you have any questions. Thank you for your assistance in this matter.

Enclosures

cc: Chairman Miller  
Director Deborah Taylor Tate  
Director Sara Kyle  
Director Ron Jones  
Darlene Standley  
Carsie Mundy  
Aster Adams  
Eddie Roberson

Phone Message from Daisy Stackert

**Re: Inmate Payphone (Docket Nos. 04-00166 and 04-00211)**

January 6, 2005, 8:22 a.m.

Hello. My name is Daisy Stackert, and I live in Greenbrier, Tennessee. I'm calling to voice my opinion about the TRA docket 04-00211 and 04-00166 as it relates to calls from Tennessee prisons or jails. I want the TRA to know that it...in the best interest of Tennessee family and friends who receive these calls from the prisons, that this rate does not need to be raised. The phone equipment at these prison institutes is in very poor condition, does not work most of the time, and it's bad enough that we pay the price that we do now for a 30-minute phone call...uh...and to be cut off after 3 minutes and then have to pay the same price again. We're never refunded...uh...for the ph...cut-off phone calls. The...the expense to keep up or to help a Tennessee inmate is ridiculous to begin with, but the company that runs Global Tel-Link that runs the prisons and the jails and stuff needs to be changed to have better service that is provided if they want more money to be paid to them per call. To increase the rate and decrease the amount of time is ridiculous. That's not even a decent customer service or consumer...uh...issue. I mean, that it...it's just ridiculous that you're gonna increase the price but reduce the service and, as I said, you know, they need to replace their equipment and do equipment changes if they wanna pay a higher price. It wasn't...wouldn't take much for that company to realize if these inmates reduced their outgoing calls, or shut 'em down for a few days without calling out, how much money would that company lose at this point in time. I mean, it's ridiculous. It's ridiculous that what you have to go through to visit with this person, and then there's so many people that are so far away that cannot, that are elderly and that are sick. Most in...prison inmates come from low income families to start with, in bad areas, and there's no way that those families can afford the cost to speak to their loved ones. Right or wrong, we

are...we should not judge that these people are in prison at this time, but to actually make money continuously, to profit from a bad situation to begin with is absolutely cruel. These people have children and home that they need to keep a connection with, and to be able to afford that at this point in time is very hard, but to cut the time and to raise the rate is ridiculous. This is an issue that I will watch closely and follow for as long as it takes. Um...I mean, I say we vote no. We stop it right now, and if it does pass, then what are the conditions? You know, are they gonna have better equipment to use or something? I mean, I don't mind the additional cost if I get my call or if I receive a call from the person that I love that is incarcerated, but to be charged a rate and still have to put up with the same lousy equipment is ridiculous. Please look into this matter and think carefully before you make a decision that can impact so many Tennessee families. I thank you for your time, and please have a good day.

Phone Message from Holly Omansyers

**Re: Inmate Payphone (Docket Nos. 04-00166 and 04-00211)**

January 5, 2005, 11:01 a.m.

Hi, my name is Holly Omansyers, and I live in Butte, Montana, and I'm calling regarding TRA Docket Number 04-00211 and 04-00166. And I'm calling because these...uh...particular docket numbers...um...um...relate to prisoner telephone calls being made from the State of Tennessee to family members within the State of Tennessee, as well as out of state, and the telephone calls are...the prices of the calls are absolutely...um...off the charts. For a half an hour telephone call from a Tennessee prison it costs over \$27 for a collect call or \$24 if the inmate pays for it out of his direct inmate account, and this is for a 30-minute telephone call, and it only to...is a 30-minute telephone call, if by chance there's no...uh...call being disconnected in the middle of the conversation, which happens quite frequently. Um...the telephone quality is poor. There's a lot of static. Lot of times the telephones don't work. I can't hear. He sounds like he's a million miles away. And for \$27 I could buy a telephone card that pays...uh...for over a thousand minutes of telephone usage out in the free market, but when my husband calls me from Tennessee it's \$27 for a 30-minute call, if the call even lasts 30 minutes. And if we get disconnected in the middle of a call, it's still the same amount of money to initiate another call and start all over again. And it's really absorbinant (sic). I mean the amount of money that a person spends...uh...to speak to a loved one out of state...um...from a Tennessee prison is absolutely horrible. When my husband calls his sister who's only a couple of hours away from the prison, it's still \$6 for a 30-minute call, which also is way more than anybody would have to pay for a telephone call out in the real world. So I'm urging...uh...the Tennessee Regular...Regulatory Authority to look into this matter and to please provide better service...uh...to the...to the customer. Thank you. Bye, bye.

Phone Message from Maw Hall

**Re: Inmate Payphone (Docket Nos. 04-00166 and 04-00211)**

December 27, 2004, 8:27 a.m.

Hi, yes, my name is Mary Hall, and...uh...I have a son that's an inmate at Southeastern Penitentiary, and...um...it says something about a urgent re...alert, and the docket is ..uh.. pound 04.. pou...uh...00166 exclamation pound 04-00211. OK, this is for people that have sons and d...daughters in the penitentimes and...and across the states, or whatever. And...um.. I wanted...uh...to let you know about the...voicing my opinion on this. Um...I'm unable to...uh...pay these high phone call bills. It's a...it's a disability that I have, and...uh...I would like if any way at all that ya'll could call me - my number is 615-213-0077 - uh...because...uh...the phone is ridiculous high as it is, and we do not need to have it to increase any more. Mater of fact, it needs to be less and more...more time on the phone, have one rate and that's it, not by minutes or anything like that. Um...there's people in this world that can't afford it, like me, and they have loved ones that that are locked up and...uh...like I do, and...uh...I...uh...would...uh...appreciate it if there's any way at all that ya'll could take this in consideration. Uh...I know this action will be required by January the 10<sup>th</sup>...Jan...of 2005, and I just wanted to let you know about it, that that's the way I feel. Um...if there's any way that ya'll could stop this...uh...minutes and...uh...just set one rate and that's it, that would be a lot better or give people this...with disability a discount...uh...but just please call me at your convenience. My number is 615-213-0077. Thank you.